

SOUTH CAROLINA MANUFACTURED HOUSING BOARD
South Carolina Department of Labor, Licensing, and Regulation
P.O. Box 11329, Columbia, SC 29211-1329
Telephone (803) 896-4682 or Fax (803) 896-4814

MEMORANDUM

ALL COPIES OF THE COMPLAINT MUST BE LEGIBLE OR THE FORM WILL BE RETURNED.

To: Consumers
From: Manufactured Housing Board
Subject: Complaint Form Filing and Analysis Procedures

The attached complaint form must be completed in its entirety and returned to this office at the address provided. AN INCOMPLETE FORM WILL BE RETURNED AND DELAY THE REVIEW PROCESS. PLEASE TYPE THE INFORMATION OR USE BLUE OR BLACK INK.

The SC Manufactured Housing Board has jurisdiction for the following complaint categories:

- | | |
|--------------------------|-------------------------------------|
| (1) Structural | (2) Electrical |
| (3) Plumbing | (4) Mechanical |
| (5) Set up/ Installation | (6) Contractual and Deposit issues. |

Please note that a new manufactured home has a one-year limited warranty from the date of delivery/installation. If it has been over a year since your home was purchased, you must provide a copy (or copies) of correspondence or other documentation delivered to the dealer or manufacturer as evidence that you attempted to make contact prior to the expiration of the warranty. Otherwise, this office will be unable to provide any assistance. If your home is found out of warranty there is a possibility the problems can be handled through Sub Part I of the Federal Regulations. If your complaint involves a contractual dispute, home warranty matter, down payment or deposit, please attach copies of applicable contract, Form 500, warranty agreement, receipts, and/or canceled check(s).

This office conducts compliance inspections/investigations. Compliance inspections are to determine compliance with Federal and State requirements.

By law, this office cannot consider "cosmetic" problems you may have with your home. Cosmetic items include, but are not limited to: furniture, appliance scratches, accessories, carpet, or tile colors, shades or thickness, deck, steps, underpinning, etc.

We can only inspect for minimum habitability if you have purchased "as is" a used or repossessed manufactured home without a written warranty agreement.

After receipt of your complaint, you will be notified, by letter, of (1) the date and time an on-site inspection will be conducted or that (2) we are unable to assist you and the reasons why. A manufacturer, dealer, or contractor, installer, repairer or representative must be present at the inspection. These parties may contact you prior to the scheduled inspection date to resolve the problems you have noted. It is recommended that you allow either or both to proceed with making corrections. If your complaint is resolved prior to the date scheduled by this office, please notify us immediately so that our staff may cancel the inspection, and advise all parties concerned those problems have been corrected.

Should this office be unable to assist you concerning your complaint, you may wish to seek legal counsel to determine any other avenue for resolution.

SOUTH CAROLINA MANUFACTURED HOUSING BOARD
South Carolina Department of Labor, Licensing, and Regulation
P.O. Box 11329, Columbia, SC 29211-1329
Telephone (803) 896-4682 or Fax (803) 896-4814

COMPLAINT FORM

1. COMPLAINANT/PURCHASER INFORMATION (OFFICE USE ONLY >>> COMPLAINT # _____)

Purchaser/Complainant Name: _____

Home Address: _____

Street/Road City State Zip County

Mailing Address (if applicable): _____

Address City State Zip

Home Telephone: (____) _____ Business Telephone: (____) _____

2. RETAIL DEALERSHIP INFORMATION (OFFICE USE ONLY >>> LICENSE# _____)

Information pertaining to the retail dealer and manufacturer is on the sales contract, or on the data plate. Even if the retail dealer or manufacturer is currently out of business, that information is still needed to process the complaint.

Home Is (check one): New _____ Used _____ Repossessed _____

Name: _____ Telephone (if known): (____) _____

Address: _____

Address City State Zip

3. MANUFACTURER INFORMATION (OFFICE USE ONLY >>> LICENSE # _____)

Name _____ Telephone: (____) _____

Address: _____

Address City State Zip

4. MANUFACTURED HOME INFORMATION AND IDENTIFICATION FROM DATA PLATE

Date plates are located in every manufactured home. Attach contract, receipts, or any other necessary documentation. WE CANNOT PROCESS COMPLAINT WITHOUT DATE OF DELIVERY. The form will be returned to you.

Date Home Manufactured: _____ Serial Number: _____ HUD Label Number: _____

Length: _____ Width: _____ Check One: Double Wide _____ Single Wide: _____ Other (specify): _____

Date of Purchase: _____ Date of Delivery: _____

1. Home been moved from its original set-up/installation site? If yes, when? Yes _____ No _____

2. Have you previously filed a complaint with this office? Yes _____ No _____

SOUTH CAROLINA MANUFACTURED HOUSING BOARD
COMPLAINT FRM. DOC. 175

If yes, what was the complaint number assigned (if known): _____

3. Have you contacted the dealer or manufacturer concerning your complaint? Yes _____ No _____

If yes, was this notification written or verbal? _____

4. Have you retained legal representation concerning this complaint? Yes _____ No _____

If yes, and you want copies of correspondence to be provided to that individual or firm, please provide the name, address and phone number:

5. SET-UP PERSON, INSTALLER (OFFICE USE ONLY >>> LICENSE# _____)

This is who the dealership contracted to set up your home. It may be necessary to call the dealership to get this information or you can find it on the Certification of Installation form, if you received one from the installer. WITHOUT IT, WE CANNOT PROCESS YOUR COMPLAINT. Form will be returned to you.

Name: _____ Telephone: _____

Address _____
Street City State Zip

Complaint List

LIST COMPLAINTS BELOW. ADVISE THE LOCATION OF SPECIFIC PROBLEMS. FOR CONTRACTUAL, WARRANTY, DOWN PAYMENT/DEPOSIT ISSUES, DESCRIBE EVENTS IN THE ORDER IN WHICH THEY OCCURRED. ATTACH RECEIPT FOR DEPOSIT OR CONTRACT WHEN NECESSARY.

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____

Signature of Complainant (sign and date the form or it will be returned)

Date

DIRECTIONS TO MANUFACTURED HOME SITE

Try to give directions starting from Columbia and reference specific points or landmarks in your area for field inspector to locate easily. If you do not know the directions from Columbia, give directions from the highway near your home.

In the space below or on back, draw a sketch using highway and road numbers, names and other landmarks or points of location indicating exactly how to find this property.